

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

T. HORIE et al.

Serial No. 09/775,575

Group Art Unit: 2837

Filed: February 5, 2001

Examiner: R. Bachner

For: ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND TECHNICAL SUPPORT METHOD

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
Mail Stop DD  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with the duty of disclosure, the Applicants submit the documents cited on the attached PTO-1449 form. These documents constitute the art of record in the parent application.

The Applicants request the Examiner initial and return a copy of the attached PTO-1449 form as an indication that the references have been considered.

Respectfully submitted,

  
Gene W. Stockman  
Registration No. 21,021  
Attorney for Applicants

Mattingly, Stanger & Malur, P.C.  
1800 Diagonal Road, Suite 370  
Alexandria, Virginia 22314  
(703) 684-1120  
Date: March 10, 2004

FORM PTO-1449 (REV. 7-80)		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. NIP-216-02	SERIAL NO. NEW	
LIST OF DOCUMENTS CITED BY APPLICANT (Use several sheets if necessary)				APPLICANT T. HORIE et al.		
				FILING DATE March 10, 2004	GROUP Unassigned	

## U.S. PATENT DOCUMENTS

* EXAMINER INITIAL		DOCUMENT	DATE	NAME	CLASS	SUBCLASS	FILING DATE (If Appropriate)
	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						

## FOREIGN PATENT DOCUMENTS

		DOCUMENT	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES <input type="checkbox"/> NO <input type="checkbox"/>
	AH	11-66003	3/9/99	Japan			<input type="checkbox"/> <input type="checkbox"/>
	AI	11-39023	2/12/99	Japan			<input type="checkbox"/> <input type="checkbox"/>
	AJ	10-301621	11/13/98	Japan			<input type="checkbox"/> <input type="checkbox"/>
	AK	6-117885	4/28/94	Japan			<input type="checkbox"/> <input type="checkbox"/>
	AL	6-274402	9/30/94	Japan			<input type="checkbox"/> <input type="checkbox"/>
	AM	9-62740	3/7/97	Japan			<input type="checkbox"/> <input type="checkbox"/>
	AN	10-154118	6/9/98	Japan			<input type="checkbox"/> <input type="checkbox"/>
	AO	11-161321	6/18/99	Japan			<input type="checkbox"/> <input type="checkbox"/>
	AP	98/33130	7/30/98	WO			<input type="checkbox"/> <input type="checkbox"/>
	AQ	2000-20541	01/21/00	Japan			<input type="checkbox"/> <input type="checkbox"/>

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)

AR		
AS		
AT		

EXAMINER	DATE CONSIDERED
* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	